



## Safety

PG&E is investing \$4.5 billion every year to improve pipeline safety and strengthen our gas and electric infrastructure.

- Strength tested or validated prior strength tests for 657 miles of gas transmission pipelines
- Replaced 77 miles of pipe since 2011
- Installed 134 new automated safety valves
- Constructing new pipelines and constantly testing pipelines to monitor safe operating pressure
- **Digitizing Records and Maps-** This data is at the heart of our new [state-of-the-art Gas Control Center](#), which gives us a comprehensive, real-time view of our gas system.



## Reliability

Successful completion of the Cornerstone Project — a \$2.2 billion initiative which helped the utility [achieve record electric reliability](#) delivered to its customers in 2013.

Multi-year effort was created to improve electric service by reducing both the frequency and duration of customer outages.

### Improved Reliability, Long-Term Benefits

PG&E's **Cornerstone Project** has led to improved electric reliability for customers over the last three years. In fact, reliability reached a new record in 2013. Here are some Cornerstone accomplishments:



Intelligent switches added to more than 500 electrical circuits help avoid 230,000 customer interruptions



5,000 sets of fuses and 500 line reclosers added to 440 rural circuits



Upgrades to multiple substations improve both restoration times and capacity

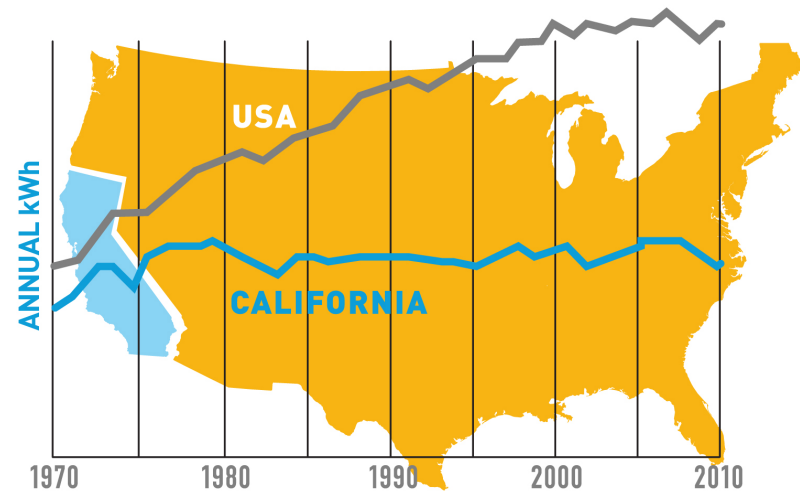


## Affordability

Estimates show Californians have saved over \$56 billion since the institution of energy efficiency policies and utility-directed programs which began in the 1970s.

### Energy Efficiency Incentives-

- New construction
- Customized Retro-fit
- Deemed Rebates
- Demand Response
- Self-generation Incentives
- Economic Development Incentives





## Partnering With Customers

### Public Safety & Reliability-

- 811 Call Before You Dig Campaign

### Customer partnership & planning

- Added load
- Large load
- Service issues

### Contacting PG&E-

- Business Customer Line 1-800-468-4743
- Account Rep
- Building Renovations-

<http://www.pge.com/en/mybusiness/services/building/index.page?>



**Know what's below.  
Call before you dig.**